

# Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☐ EXISTING POSITION ☒ UNCLASSIFIED

**Part 1 - Items 1 through 12 to be completed by department head or personnel office.**

1. Agency Name Department for Children and Families		9. Position No. K0233497	10. Budget Program Number 29215		Agency Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Human Services Specialist			Position Number
3. Division EAST Region			12. Proposed Class Title			
4. Section Programs	For  Use  By  Personnel  Office	13. Allocation				
5. Unit Economic and Employment Services		14. Effective Date				
6. Location (address where employee works)  City: Pittsburg County: Crawford		15. By	Approved			
7. (circle appropriate time) <input checked="" type="checkbox"/> Full time      Perm.      Inter. Part time      Temp.      % Regular		16. Audit Date:      By: Date:      By:				
8. Regular hours of work: (circle appropriate time)  FROM: 8:00 <input type="checkbox"/> AM <input type="checkbox"/> PM To: 5:00 AM <input type="checkbox"/> PM	17. Audit Date:      By: Date:      By:					

**PART II - To be completed by department head, personnel office or supervisor of the position.**

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
Craig Chronister	Human Services Supervisor	K0233497

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Craig Chronister	Human Services Supervisor	K0233497

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.  
Following successful completion of probation, work is performed using independent judgement within agency policies and procedures. Manuals, training, individual and unit conferences, goals and objectives are provided to assist the employee in performing assigned tasks. Cases and tasks are assigned by the supervisor with general directions. Instructions are provided in manuals and policy memos or through verbal and written instructions.

- d) Which statement best describes the results of error in action or decision of this employee?
- ( ) Minimal property damage, minor injury, minor disruption of the flow of work.
  - (X) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
  - ( ) Major program failure, major property loss, or serious injury of incapacitation.
  - ( ) Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

**Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task.** Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	<p>The person in this position has access to protected health information (PHI) under the provisions of the Health Information Portability Act of 1996 (HIPAA) Privacy Rule. PHI must be treated in accordance with the provisions of the HIPAA Privacy Regulation including the requirements for safeguarding, releasing and recording the release of such information. The person will receive training in the provision of the HIPAA Privacy Regulations as they relate to the duties of this position and has signed a confidentiality agreement.</p> <p>In addition to the tasks listed below, the incumbent is expected to communicate the Mission, Vision and Guiding Principles of the agency to peers, clients and the public; identify personal strengths and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches and make recommendations to enhance efficiency and effectiveness of the agency. Works in a harmonious and cooperative fashion with other staff to provide efficient and effective customer service. Uses free time as available to assist other staff in the completion of work assignments. Contributes to a positive work environment through a positive, helpful, courteous demeanor towards staff, clients, and the general public. Adheres to appropriate standards of conduct regarding the use of leave and reports to work on time.</p>
		<p><b><u>PROFESSIONAL ATTITUDE:</u></b> While performing the tasks listed below, please remember that you are a representative of the Department for Children and Families and you are expected to:</p> <p><i>*Demonstrate a willingness to help. Remember that your customer is anyone needing or asking for your assistance. For example, this could be other agency employees, community partners, landlords, state and community partners and individuals and families seeking services from the agency;</i></p> <p><i>*Demonstrate an attitude of respect (i.e. be attentive to the customer, communicate in a polite and professional tone of voice, meet with the customer face to face and by telephone, or return phone calls or emails within a reasonable period of time – as defined by your supervisor or program policy), process requests for service as quickly as possible;</i></p> <p><i>*Encourage individuals to identify and fulfill their own responsibilities;</i></p> <p><i>*Practice personal self-discipline and maintain ethical and professional behavior in times of frustration with difficult customers;</i></p> <p><i>*Provide information and service to those seeking your assistance. If you are unable to directly provide that service or information, you should offer to connect them with someone who can assist or advise them. <b>Failure to demonstrate a professional attitude will directly reflect on the organization, the quality of service you provide, and will be considered unacceptable for any employee of the East Region DCF.</b></i></p>
40% E		<p><b><u>Essential Task:</u></b> This case manager will complete his/her work using the Business Process Redesign. This position is responsible for ensuring all clients are interviewed face to face and by telephone, applications are processed and eligibility determinations are made in an expeditious manner for all types of application(s) (on-line, mail-in, faxed, drop-off or walk-ins) using same day interview and processing same day benefits when possible. This Human Service Specialist will be assigned to a specific functional team (green, red, blue, purple, orange or work programs) and complete work and processes set forth in the Kansas Process Management Manual pertaining to color assigned to. Duties associated to this position but not limited to: completing client interviews on the phone (both incoming interviews and outgoing cold calls), complete same day interviewing, send notices and scheduling, finalizing the application, pending the application, organizing the case file, and participate in administrative hearings. The functional teams will rotate work assignments quarterly or at a time as decided by the unit. When not working out of a specific color, the worker will work the lobby/non-lobby as set forth by the Topeka Office procedures. These tasks are monitored constantly by the unit supervisor both visibly and by the reports generated daily.</p>
40% E		<p><b><u>Essential Task:</u></b> This position advocates for the customers in assessing their needs, explores alternatives and refers the customer to appropriate services within and outside the agency to address those needs. a) Develops a working knowledge of and working relationship with community agencies and resources, as well as other state and local programs in order to assist customers in accessing these services; b) Provides information to community agencies and the general public about services. This may include serving on advisory boards, public speaking and one-on-one contact with other professionals; c) Analyzes the implications of policy decisions and provides input regarding the impact on customers, staff and the other operation of the agency. These tasks are monitored daily by the unit supervisor, addressed as needed and reported on the PMP twice yearly.</p>

10% E		<p><i>Essential Task:</i> Prepares appeal summaries for Administrative Hearing Officers. Initiates referrals and gathers supporting evidence for DCF attorney's use in welfare fraud trials and for administrative fraud disqualification hearings. Testifies at administrative hearings and court actions. These tasks are monitored as needed by the unit supervisor. Attends conferences, staff meetings, agency related training and other conferences, workshops and task force meetings, as required. Monitored by supervisor and reported on PMP twice yearly.</p>
10% E		<p><i>Essential Task:</i> Other duties as assigned. Monitored and requested by the unit supervisor as needed.</p>

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:

- ☐ Lead worker assigns, trains, schedules, oversees, or reviews work of others.  
☐ Plans, staffs, evaluates, and directs work of employees of a work unit.  
☐ Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number

23. Which statement best describes the results of error in action or decision of this employee?

- ☐ Minimal property damage, minor injury, minor disruption of the flow of work.  
☒ Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.  
☐ Major program failure, major property loss, or serious injury or incapacitation.  
☐ Loss of life, disruption of operations of a major agency.

Please give examples.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position involves daily contacts agency customers, agency employees, other social service agencies, community resource agencies, governmental officials, and the general public in order to determine assistance eligibility for customers. Makes referral to and coordination of access to other services within the community for customers. Daily dissemination of information regarding state and federal regulations as well as agency programs, policy, and procedures.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Exposure to disagreeable weather conditions and extreme levels of temperature, ventilation, and light is normal. Upon occasion, physical harm may be threatened or attempted by hostile, angry or upset customers when dealing with issues of eligibility for assistance. Long periods of time may be spent on a computer and various computer systems. A high level of stress may exist in the determination of eligibility due to the limitations of the programs and resources to effectively resolve the customers need for help.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Computers, telephone systems, fax, calculator and copy machine are used daily. Some positions may require the use of a vehicle (private or state owned) in traveling to offices to provide services to customers.

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**PART III - To be completed by the department head or personnel office**

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27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

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Education or Training - special or professional

Preferred Criteria: Work experience with caseload management within a Human Service Agency. Work experience in determining eligibility for Human Service programs.

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Licenses, certificates and registrations

Must obtain and maintain Security Clearance

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Special knowledge, skills and abilities

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Experience - length in years and kind

Four years of experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency's programs. Post-secondary education may be substituted for experience as determined relevant by the agency.

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**28. SPECIAL QUALIFICATIONS**

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Must maintain security clearance throughout employment.

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Signature of Employee

Date

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Signature of Personnel Official

Date

**Approved:**

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Signature of Supervisor

Date

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Signature of Agency Head or  
Appointing Authority

Date